

LISTING OF CLAIMS

1 1. (currently amended) A method for monitoring a level of network service ~~offered~~
2 provided by a service provider, the method comprising the computer-implemented
3 steps of:
4 receiving a schema that provides a configuration for monitoring a service level
5 contract between the service provider and a particular customer, wherein the
6 schema comprises data defining one or more tests for monitoring the level of
7 network service being provided to a the particular customer by the service
8 provider[;] and information defining a specific time range for when the one or
9 more tests are to be performed;
10 distributing the one or more tests to one or more agents, wherein the one or more
11 agents ~~are configured to communicate with~~ configure devices associated with
12 the network; ~~and~~
13 ~~configuring the devices to perform the one or more tests within~~ during the specific
14 time range and receive result information from the devices performing the one
15 or more tests.

1 2. (currently amended) The method recited in claim 1, further including the ~~steps~~ step
2 of:
3 ~~receiving result information based on the devices performing the one or more tests;~~
4 ~~and~~
5 creating and storing reporting information that indicates whether the customer is
6 actually receiving, during the specific time range, the level of network service

7 offered by the service provider in the service level contract, said reporting
8 information based on result information received from the devices.

1 3. (cancelled)

1 4. (previously amended) The method recited in claim 1,
2 said schema being based on Extensible Markup Language (XML), and wherein the
3 schema models the service level contract.

1 5. (previously amended) The method recited in claim 1, further comprising the steps of:
2 generating, at a server, interface data for defining the schema for monitoring the
3 service level contract; and
4 communicating the interface data to a client that is remote from said server, wherein
5 the interface data allows users to define specific times for monitoring the level
6 of service that is being provided by the service provider.

1 6. (currently amended) The method recited in claim 1, wherein:
2 the step of configuring one or more agents configure the devices includes the step of
3 configuring the devices to perform the one or more tests only within the
4 specific time range.

1 7. (currently amended) A computer readable medium carrying sequences of
2 instructions for monitoring a level of network service ~~offered~~ provided by a service
3 provider, the sequences of instructions including instructions for performing the steps
4 of:

1 receiving a schema that provides a configuration for monitoring a service level
2 contract between the service provider and a particular customer, wherein the
3 schema comprises data defining one or more tests for monitoring the level of
4 network service being provided to a the particular customer by the service
5 provider and information defining a specific time range for when the one or
6 more tests are to be performed;
7 distributing the one or more tests to one or more agents, wherein the one or more
8 agents ~~are configured to communicate with~~ configure devices associated with
9 the network; ~~and~~
10 ~~configuring the devices~~ to perform the one or more tests ~~within~~ during the specific
11 time range and receive result information form the devices performing the one
12 or more tests.

1 8. (currently amended) The computer readable medium recited in claim 7, further
2 comprising instructions for performing the ~~steps~~ step of:
3 ~~receiving result information based on the devices performing the one or more tests;~~
4 ~~and~~
5 creating and storing reporting information that indicates whether the customer is
6 actually receiving, during the specific time range, the level of network service
7 offered by the service provider in the service level contract, said reporting
8 information based on result information received form the devices.

1 9. (cancelled)

1 10. (currently amended) The computer readable medium recited in claim 7,
2 said schema being based on Extensible Markup Language (XML), and wherein the
3 schema models the a service level contract.

1 11. (previously amended) The computer readable medium recited in claim 7, further
2 comprising instructions for performing the steps of:
3 generating, at a server, interface data for defining the schema for monitoring the
4 service level contract; and
5 communicating the interface data to a client that is remote from said server, wherein
6 the interface data allows users to define specific times for monitoring the level
7 of service that is being provided by the service provider.

1 12. (currently amended) The computer readable medium recited in claim 7, wherein:
2 ~~the step of configuring one or more agents configure the devices includes the step of~~
3 ~~configuring the devices to perform the one or more tests only within the~~
4 specific time range.

1 13. (currently amended) A network device configured for monitoring a level of network
2 service offered by a service provider, comprising:
3 a network interface;
4 a processor coupled to the network interface and receiving information from the
5 network interface;
6 a computer-readable medium accessible by the processor and comprising one or more
7 sequences of instructions which, when executed by the processor, cause the processor
8 to carry out the steps of:

1 receiving a schema that provides a configuration for monitoring a service
2 level contract between the service provider and a particular customer,
3 wherein the schema comprises data defining one or more tests for
4 monitoring the level of network service being provided to a the
5 particular customer[;] by the service provider and information defining
6 a specific time range for when the one or more tests are to be
7 performed;
8 distributing the one or more tests to one or more agents, wherein the one or
9 more agents ~~are configured to communicate with~~ configure devices
10 associated with the network; ~~and~~
11 ~~configuring the devices to perform the one or more tests within~~ during the
12 specific time range and receive result information from the devices
13 performing the one or more tests.

1 14. (currently amended) The network device recited in claim 13, wherein the sequence
2 of instructions further comprises ~~the steps of~~ instructions that cause the one or more
3 processors to:
4 ~~receiving result information based on the devices performing the one or more tests;~~
5 ~~and~~
6 ~~creating~~ create and ~~storing~~ store reporting information that indicates whether the
7 customer is actually receiving, during the specific time range, the level of
8 network service offered by the service provider in the service level contract,
9 said reporting information based on result information received from the
10 devices.

1 15. (cancelled)

1 16. (previously amended) The network device recited in claim 13,
2 said schema being based on Extensible Markup Language (XML), and wherein the
3 schema models the service level contract.

1 17. (previously amended) The network device recited in claim 13, wherein the sequence
2 of instructions further comprises the steps of:
3 generating, at a server, interface data for defining the schema for monitoring the
4 service level contract; and
5 communicating the interface data to a client that is remote from said server, wherein
6 the interface data allows users to define specific times for monitoring the level
7 of service that is being provided by the service provider.

1 18. (currently amended) The network device recited in claim 13, wherein:
2 ~~the step of configuring one or more agents configure the devices includes the step of~~
3 ~~configuring the devices to perform the one or more tests only within the~~
4 specific time range.

1 19. (currently amended) A network device configured for monitoring a level of network
2 service offered by a service provider, comprising:
3 means for receiving a schema that provides a configuration for monitoring a service
4 level contract between the service provider and a particular customer, wherein
5 the schema comprises data defining one or more tests for monitoring the level
6 of network service being provided to a the particular customer[;] by the
7 service provider and information defining a specific time range for when the
8 one or more tests are to be performed;

1 means for distributing the one or more tests to one or more agents, wherein
2 the one or more agents ~~are configured to communicate with~~ configure
3 devices associated with the network; ~~and~~
4 ~~means for configuring the devices to perform the one or more tests within~~
5 during the specific time range and receive result information from the
6 devices performing the one or more tests.

1 20. (currently amended) The network device recited in claim 19, further including:
2 ~~means for receiving result information based on the devices performing the one or~~
3 ~~more tests; and~~
4 means for creating and storing reporting information that indicates whether the
5 customer is actually receiving, during the specific time range, the level of
6 network service offered by the service provider in the service level contract,
7 said reporting information based on result information received from the
8 devices.